

Environmental Modifications

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Definition

Environmental Modifications are physical adaptations to a privately owned residence occupied by a HASCI Waiver participant which are necessary to address medical needs, assure health and safety, and/or enable greater independence.

The goal of environmental modifications is to enhance, improve, and aid in maintaining a waiver participant's health and ability to function safely within the home setting.

The service may include prior consultation and assessment to determine specific needs and follow-up inspections upon completion of the modifications. It may also include necessary repair of previous Environmental Modifications funded by the HASCI Waiver.

The following are examples of possible adaptations that may be considered part of an Environmental Modification:

- Installation of a ramp to facilitate safe and easy entry to and exit from the home (*One ramp at one entrance to the home will be funded. The waiver will not fund multiple ramps at the same residence. Concrete ramps are generally approved only when there is no more cost effective solution.)
- Installation of grab bars
- Widening of doorways to allow functional entry to the home, the participant's bedroom/bathroom, and the living room/den
- Flooring modifications to facilitate easier propelling of a manual wheelchair (e.g. carpet is replaced with vinyl floor covering)
- Modification of bathroom facilities to provide a more accessible means of maintaining personal hygiene and better independence and safety in bathing and grooming (e.g. wider bathroom door with lever hardware, roll-in shower with customized grab bars, roll-under sink, etc.)
- Installation of specialized electrical and plumbing systems which are necessary to accommodate the medical equipment and supplies which are necessary for the welfare of the participant

Service Unit

The unit for Environmental Modifications is the specific adaptation, equipment, or associated service (consultation/assessment, follow-up inspection, repair, etc.) that is authorized.

There is no set rate for Environmental Modifications, as adaptations/repairs must be individually priced.

The rate for Environmental Modifications Consultation/Assessment is \$400.

The rate for Environmental Modifications Follow-up Inspection is \$100.

Service Limit / Restrictions

The term “**function**” should be the driving factor in environmental modifications. The goal of environmental modifications is to facilitate basic access to the home, and bathing/showering routines that contribute to hygiene, health, safety, and increased independence. Resources are not available to provide luxurious bathrooms, elaborate decorative materials and fixtures, and access to all areas of the home.

Environmental Modifications are subject to the guidelines established by the SCDDSN Head and Spinal Cord Injury Division and must be within the limit of \$20,000 per modification. {Typically, ramps exceeding \$12,000 are not the most cost effective alternative and will not be approved.}

Environmental Modifications will not be approved solely to meet the needs or convenience of caregivers or other occupants of the home.

Modifications to publicly-funded group homes or other residential facilities are not permitted.

Excluded from Environmental Modifications are repairs or improvements to the home which are of general utility such as maintenance of foundation, roof, siding repairs/replacement, gutter work, window repair/replacement, electrical, plumbing, heating/cooling systems, repair of water, termite, or other types of damage, provision of flooring/carpeting throughout a home, interior/exterior painting, and landscaping.

Non-Allowable Environmental Modifications

- 1) **Elevators**. Elevators installed or integrated into the residential structure are not a cost effective solution.
- 2) **Major kitchen modifications/renovations**. Low-cost solutions such as reachers, adapted appliance switch handles, adapted cutting/eating utensils, and easily modifiable aids and devices can be provided through “Supplies, Equipment and Assistive Technology” in the HASCI Waiver .
- 3) **Covered ramps**
- 4) **Coverings for ramp landings**
- 5) **Garages, carports, and coverings for spaces in a yard or driveway** where waiver participant uses lift-equipped vans and other vehicles routinely park.

- 6) **Comprehensive modifications to an entire home** (or every room throughout the home).
- 7) **Exercise equipment**. This includes passive and non-passive upper or lower extremity exercise equipment and devices. It does not matter if the equipment or device is used on a stationary or non-stationary basis.
- 8) **Spas, hot tubs, whirlpools, Jacuzzis, pools (and similar products)**
- 9) **Decks or stairs**
- 10) **Driveways or portions of driveways**
- 11) **Washer/dryer connections** (where existing connections were not affected by an approved modification)
- 12) **Financial assistance with any phase of new home construction, major renovation and/or home addition projects.**
- 13) **Stairglides, porch lifts, and interior platform lifts** are not a cost effective solutions and will not be considered if other, more cost effective solutions exist.
These are provided **only** in situations where:
 - 1) There are no other possible cost-effective solutions (in the instance of stairglides or interior platform lifts, there must be no existing space on the first floor of the home that may be modified); **and**
 - 2) It is a feasible solution from all construction/remodeling perspectives; **and**
 - 3) It poses no safety risk to the participant based on his or her level of physical functioning.

*if these criteria are met, these items are considered “Supplies, Equipment, and Assistive Technology” and should be requested as such.

Rarely will a request for additional square footage be approved. Additional square footage to the home will be considered **only when it is the most cost-effective alternative and there is no** possible alternative to modifying the existing bathroom square footage and/or the utilization of adjoining room space such as a bedroom or closet.

Repair of home modifications obtained from other funding sources or privately paid by or for the participant will be considered only if necessary to assure the participant’s health and safety or otherwise justified as essential. The repair must be more cost-effective than HASCI Waiver funding of new or replacement home modifications.

Environmental Modifications are subject to all applicable state and local building codes.

In accordance with the South Carolina Consolidated Procurement Code, SCDDSN directive 250-08-DD, *Procurement Requirements for Local DSN Boards*, applies to all procurement activities supported in whole or in part by SCDDSN funding, including Environmental Modifications funded by HASCI Waiver. Providers contracted with SCDDSN must establish and follow procurement policies and procedures with requirements at least as restrictive as those contained in this directive. **Participants must be made aware of this requirement.** Waiver Case Managers, not families, are responsible for soliciting bids for environmental modifications.

Directive 250-08-DD can be accessed on the SCDDSN website: www.ddsn.sc.gov >About DDSN >Directives and Standards >Current DDSN Directives

In Summary:

- For any single item (service) costing \$2500 or less, it is only necessary to get one (1) price quote from a qualified provider chosen by the participant or representative. Solicitation of the price quote may be written or verbal. The price quote submitted may be verbal, but it must be documented in a Case Note. If the price quote is written, it must be maintained in the participant's record.
- For any single item (service) costing \$2500.01 to \$10,000, the participant or representative must select at least three (3) qualified providers to give a price quote. Solicitation of bids may be verbal (i.e. requesting bids can be done verbally) but must be carefully documented in the record. The quotes themselves must be written and should indicate the pre-tax amount so as to allow comparison of pricing between vendors, independent of tax rates specific to location. The provider with the lowest price quote (pre-tax amount) that meets all specifications for the item (service) must be selected.
- For any single item (service) costing \$10,000.01 or more, procurement must be advertised in the South Carolina Business Opportunities (SCBO) magazine and/or local newspapers. At least three (3) written quotes must be requested from different qualified providers. All bids received from qualified providers must be maintained in the participant's record. The provider with the lowest bid (pre-tax amount) that meets all specifications for the item must be selected.

Providers

Environmental Modifications may be provided by the following:

- Vendor enrolled with SCDHHS as a Durable Medical Equipment (DME) provider
A DME provider enrolled with SCDHHS must directly bill SCDHHS; it cannot bill to a participant's SCDDSN Financial Manager agency
- DSN Board or DDSN-contracted provider. The provider may employ or contract with the following, but is responsible to verify and document licensure:

- Contractor licensed by the South Carolina Department of Labor, Licensing and Regulation (LLR) that is not enrolled with SCDHHS as a DME provider
- Vendor with a retail or wholesale business license that is not enrolled with SCDHHS as a DME provider

The provider may employ or contract with the following for consultation, assessment, and/or follow-up inspection; the provider is responsible to verify and document licensure or certification:

- Licensed Occupational Therapist
- Licensed Physical Therapist
- Rehabilitation Engineering Technologist (RET) certified by Rehabilitation Engineering Society of North American (RESNA)
- Assistive Technology Practitioner (ATP) certified by Rehabilitation Engineering Society of North American (RESNA)
- ATP Supplier certified by Rehabilitation Engineering Society of North American (RESNA)

Arranging and Authorizing the Service

The Waiver Case Manager must follow the HASCI Division Guidelines for Environmental and Private Vehicle Modifications (which have been incorporated into the Environmental Modification chapter of the HASCI Waiver manual) when processing a request for Environmental Modifications funded by the HASCI Waiver. This must include preliminary discussions with the participant and his or her family or representative to identify desired modifications and explain required policies and procedures. These discussions must be documented in Case Notes.

After a need for environmental modifications has been identified and documented in the participant's Support Plan, the Waiver Case Manager must first determine if needed modifications can be obtained through the participant's private insurance, Worker's Compensation, Special Needs Trust, Medicare, Medicaid State Plan, or any other funding. The Waiver Case Manager must document in Case Notes efforts to obtain modifications through other funding sources available to the participant. If not available from other sources, Environmental Modifications funded by the HASCI Waiver can be pursued.

To initiate the Environmental Modification process, the Waiver Case Manager **must give the participant/legal guardian the Environmental Modifications Fact Sheet for Participants Who Live in Privately Owned or Rented Homes and fully explain its contents.** This must be documented in Case Notes.

Once the participant's specific need has been identified and documented in the Support Plan, and it is determined that Environmental Modifications is the appropriate service to meet the need, the

scope of the work/specifications must be developed. This should be done in consultation with the participant/family and should define the expected modification as clearly as possible.-
In most projects assessments are required to objectively determine the most functional and cost-effective solution.

There are two options for completing Environmental Modification Assessments from which the participant/legal guardian may choose:

1. The participant/legal guardian may choose to arrange his/her own waiver funded Environmental Modification Assessment and work with his/her Waiver Case Manager to follow procurement. **If the participant/legal guardian chooses to bypass the SCDDSN Professional Design Team process for completing an Environmental Modification, the participant/legal guardian must sign the Release of Liability form.**
2. The participant/legal guardian may choose to have the SCDDSN Professional Design Team (PDT) complete the modification specifications using State Funds. If this option is selected, the PDT will also complete the procurement process.

Both options must be explained to the waiver participant/legal guardian by the Waiver Case Manager, and **a copy of the HASCI Waiver Manual Environmental Modifications chapter must be provided for the participant/legal guardian to reference.**

Option One:

If the participant/legal guardian chooses to arrange his/her own waiver funded Environmental Modification Assessment, the participant/legal guardian must first sign the “Release of Liability Form”. Then, the participant/legal guardian must be offered choice from among qualified providers. Offering of provider choice and the provider(s) selected must be documented in a Case Note.

The cost for the consultation can be funded by the HASCI waiver. Consultations do not require the submission of bids; however, the cost cannot exceed \$400.00 per consultation. The individual/agency that is performing the Assessment/Consultation is ineligible to bid on the actual modification. Once approved, the consultation must be authorized using the Authorization of Environmental Modifications (HASCI Form 12-EM). Consultations **cannot** be billed directly to the South Carolina Department of Health and Human Services.

After an Environmental Modifications Consultation/Assessment has been completed, the Waiver Case Manager must review the findings/specifications with the Central Office HASCI Division before soliciting price quotes. In some situations, additional assessments or other actions may be necessary before proceeding. If the HASCI Division agrees that the findings/specifications seem appropriate, the Waiver Case Manager will be notified by email, or SComm to proceed by reviewing the assessment with the waiver participant/family. Receipt of this notification must be documented in a Case Note and a copy of the email or SComm must be maintained in the participant’s file.

Once the scope of the modification has been determined and agreed to, a listing of available contractors should be shared with the participant/family or the participant should be made aware

of the qualifications for contractors and asked to select contractors to give at least three written bids. This offering of choice of provider must be documented in a Case Note. The individual/agency that completed the Assessment/Consultation is ineligible to bid on the actual modification.

Obtaining Bids: When obtaining written bids for needed environmental modifications, the requirements listed below must be adhered to as the contractor is preparing the bid and later when the project is initiated and completed. This information must be given to the participant/legal guardian and/or family and must be provided to the contractors when requesting at least three written bids. Furthermore, the written specifications for the project that were developed must be provided to each contractor, and each contractor's bid must be based on these specifications.

1. Ramps

A ramp at one entrance to the residence will be funded. Multiple ramps at different entrances to the same residence will not be funded.

Concrete ramps are generally only approved when there is no more cost effective solution.

Any ramp that is funded through the HASCI Waiver must meet the following minimum requirements or comply with ANSI A117.1-1998:

Materials: Lumber must be treated. The use of treated lumber (rated for ground contact) is required throughout the ramp (local building codes may be more specific as to the level of treatment in the lumber). Earth berming, used in conjunction with ramping, is permissible due to uneven terrain.

Width: The usable platform width of all ramps must be a minimum of 36" (thirty-six inches).

Slope: The slope or grade of the ramp must be no less than 1' (one foot) of linear ramp for every 1" (one inch) of height that is to be ascended.

Designs: Fold-back (180 degree or 90 degree) turn designs are permissible. At each point where the ramp's direction changes there must be a functional turning platform with adequate space for the participant's mobility device to safely brake and/or change directions.

Wheelchair Turning Platforms/Landings: All turning platforms or "landings" (usually at the top end of the ramp or where the ramp changes directions) that lead directly into the home must be a minimum of 5' x 5' (five feet by five feet) for a safe, functional space to turn and enter the home. At any exterior entry/exit door, the turning platform should start at the hinged side of the door and extend beyond the latch side of the door to best utilize the available space to turn and maneuver a wheelchair.

Decking Material: All decking boards must be of sufficient thickness to maximize strength, provide stability, and maximize the life of the ramp.

Railings: All ramps should include handrails with pickets or other designs that will prevent wheelchairs from accidentally rolling off the sloped surface of the ramp.

Support Structures: Where it is necessary, such as in soft grass, soil, sand, loose gravel or muddy areas, or as local building codes dictate, all the ramp support posts and turning platform support posts shall be set in concrete for long-term stability.

Landing Pads: At the lower or ground end of the ramp, and where necessary, such as in soft grass, soil, sand, loose gravel or muddy areas, ramps shall include a concrete landing pad, measuring at least 4'x4' (four feet by four feet) for function and safety. Ramps that end, for example, on a hardened surface or a concrete driveway usually do not require a concrete landing pad.

Repairs to Existing Ramps: If the project is to simply repair an existing ramp that is in unsatisfactory condition, the repairs must not in any way bring a ramp out of compliance with accessibility compliance regulations or exceed the cost of replacing the ramp with a new one.

2. Widening Doorways/Installing Door Hardware

Only essential doorways will be widened (participant's bedroom, bathroom, living room/den, and one entrance/exit. The waiver is not intended to fund widening of all the doorways in the home.

Width: Whenever possible, a doorway must always be expanded to three (3) feet (or a 3'0" doorway). The three (3) foot door allows better function for a wider variety of mobility devices and can usually accommodate upgraded wheelchair prescriptions. In some cases, existing architectural designs may prevent widening the door to a full three (3) feet. This should be brought to the attention of the Case Manager at any time prior to authorization of the project.

Lever Door Hardware: Lever-type door hardware must always be used when participants have limited hand/finger dexterity. In some cases, the custom mounting of large "D" pull-type handles might be necessary to maximize one's independence in opening and closing doors. For participants with limited finger dexterity, locks for bedroom/bathroom doors should be of the push-to-lock design.

Thresholds: When doorways are widened, thresholds should be kept to a minimum maximum height of ½ inch or less, so as not to create a barrier for those participants who use manual wheelchairs and/or shower chairs.

3. Interior Floor Surface Modifications

Interior floor surface modifications typically entail removing existing carpet in certain essential areas of the home (specifically the participant's bedroom, participant's bathroom, home's main hallway, and living room/den) and replacing it with vinyl flooring. This is sometimes done in conjunction with a complex bathroom modification to facilitate easier wheelchair maneuvering directly associated with the ADL related to personal hygiene and safety. **This modification is not intended to provide floor surface replacement for an entire home or to use more expensive materials, such as hardwood.** It can be considered as a sole modification if,

1. It is the **only** modification needed in the essential areas of the home related to personal hygiene and safety (e.g., bedroom, bathroom and hallway); **and**
2. The participant uses a manual wheelchair as his or her primary means of mobility within the home.

Decaying and/or water damaged sub-flooring and/or underlying floor structures are the responsibility of the homeowner or landlord.

4. Major Bathroom Modifications

A major bathroom modification is defined as follows:

One or more significant changes within an existing bathroom that can include moving, adding or changing fixtures such as toilet bowls, taking in floor space from an adjoining room or closet, changing floor coverings, customizing sinks and showers for roll under access, lowering or changing mirrors, storage shelves, towel bars, electrical outlets/lighting switches, and the installation of ADA compliant scald-guard water controls.

Ceramic tile will not be provided for bathrooms and shower areas.

“Wet Room” style bathrooms are not the most cost effective solution and will not be provided.

5. Other Home Modifications

Conversion of “dried-in” space

The conversion of “dried in” space to accessible space can only be considered after the feasibility of using an existing interior finished bathroom has been ruled out by an assistive technology specialist, rehabilitation engineer, or other appropriate professional.

“Dried in” space is an area of the home such as a garage or a storage room attached to the house that is available to be used for an accessible bathroom. To qualify, such space will have a roof and fully finished exterior walls. “Dried in” space must be utilized only for basic health and safety needs such as a bathroom or a bathroom/bedroom combination. Waiver Case Managers must be sure that all family members residing in the

household are strongly in agreement and are supportive of any home modifications that are subsequently identified and agreed upon. Everyone **must clearly understand** that any modified space must be a cost-effective, functional, no-frills functional design that will facilitate greater safety in bathing, grooming, personal hygiene, dressing, etc..

6. Kitchen Modifications

For consumers who live alone and have good use of upper extremities, minimal kitchen modifications may be approved.

- Removing or adjusting counters
- Roll under sink
- Faucet Levers
- A wider door

7. Follow-up Assessments/Inspections

When necessary, this serves as a final inspection to insure that the modifications are what was recommended from a standpoint of quality work and are indeed functional for the consumer.

The Waiver Case Manager should request for written bids from contractors. If the cost of the modification is greater than \$2500.00, three (3) written bids must be obtained and submitted to SCDDSN in accordance with State Procurement and SCDDSN Directive 250-08-PD for approval before any work can be authorized. If three written bids could not be obtained, the Waiver Case Manager should submit any actual written bids received along with documentation to include a list of the contractors from which written bids were requested, but who did not comply. This issue will be considered when the written bids are reviewed and a decision will be made by SCDDSN Central Office, in accordance with State Procurement, as to whether the non-responsive providers can be considered “a no bid” and count towards the three bid requirement. If not, continued efforts will be made to obtain three (3) written bids.

When a bid is received the Acknowledgement of Bid Submission for Environmental Modifications (HASCI Form 59) must be completed and forwarded to the Provider/Contractor that submitted the bid. This must be done for each bid received. This communication notifies the provider/contractor that their bid has been received and they cannot proceed with the modification without written authorization from the Waiver Case Manager.

At the time the written bids are submitted, the participant’s Support Plan must be updated to clearly reflect the name of the service and payer, the amount, frequency and duration of the service, and provider type(s). In order to update the Support Plan, the Waiver Case Manager will complete a Plan Change Form on Therap. This form will be electronically submitted to the Waiver Administration Division for review. **The price quotes or bids (and all other supporting documentation) must be forwarded to the Waiver Administration Division with the plan change request.** The Waiver Administration Division Staff will review the request and the Waiver Case Manager will receive electronic notification if the request has been approved or if additional information is needed.

In all cases, the lowest bid must be indicated. In all cases, the award will be made to the lowest responsive and responsible bidder. If a bid is submitted from a contractor that has been debarred by the State of South Carolina Materials Management Office, then the bid will be dismissed and a new bid will have to be obtained.

If the participant/legal guardian has communicated concerns and issues about using the lowest bidder that involve possible bad references, proof of faulty work, complaints from the Better Business Bureau, etc. the Waiver Case Manager must submit in writing the concerns that the participant/legal guardian has about the provider. SCDDSN Central Office staff will examine this information and if reasonable, documented and substantiated concerns are noted, this information will be reported to the State of South Carolina Materials Management Office and the second, lowest bidder can be used to complete the modification. The State of South Carolina Materials Management Office will review this information and if they concur the vendor will be debarred.

Once the plan has been approved by the Waiver Administration Division, the participant/legal guardian (and Landlord, if applicable) must be presented with the Environmental Modifications Project Agreement (HASCI Form EM-002), agree to its terms and sign it before services can be authorized. Once the form is signed, the Waiver Case Manager can authorize the service.

In the case of major bathroom modifications, extensive ramping, and other complex projects, an Environmental Modifications Follow-up Inspection may be necessary to confirm the project was completed according to specifications.

If it is determined that an Environmental Modifications Follow-up Inspection is needed, the participant or representative must be offered choice from among qualified providers. Offering of provider choice and the provider selected must be documented in a Case Note. Typically, this is done by the same provider who previously did the Environmental Modifications Consultation/Assessment for the project.

Option Two:

The participant may also choose to bypass the waiver funded Consultation and have the Professional Design Team (PDT) and DDSN Engineering Division complete the specifications and follow procurement using State Funds. The Waiver Case Manager (CM) will complete the following steps:

1. WCM completes an Environmental Modification Pre-Assessment (EMPA).
2. WCM sends the completed EMPA to the HASCI Program Coordinator who will review it for completion and need. If an update is needed on the progress of the modification, the Waiver Case Manager will contact the HASCI Program Coordinator. **NOTE: If at any time during this process, the modification becomes an emergency for the individual and/or family, please contact the HASCI Program Coordinator to review the request.**

3. The HASCI Program Coordinator will forward the EMPA to DDSN Engineering Division who will work with the PDT. The HASCI Program Coordinator will contact the WCM to schedule a home visit. The Waiver Case Manager will send confirmation of the date of the visit, in writing, to the family as a reminder. If a conflict with the scheduled visit arises, the Waiver Case Manager should contact the HASCI Program Coordinator immediately to reschedule the visit.
4. If the PDT requests any additional information, the WCM will gather and send it at least one week prior to the visit.
5. The PDT reviews the information provided, and the PDT will call the family the day of the visit to confirm appointment. If no contact can be made, the PDT will notify the WCM they must reschedule. If an appointment is confirmed, the PDT will make a site visit to the participant's home to take measurements and photographs of the existing conditions.
6. The PDT will prepare a proposal for design services which will include an understanding of the scope of work along with preliminary project budget. The proposal is then submitted to DDSN Engineering Division for approval.
7. Upon approval, the PDT will prepare the abbreviated bid documents (design specifications) and transmit the specifications to the HASCI Program Coordinator, who will forward the documents to the WCM to present to the Home Owner/Participant/Family.
8. The WCM will deliver the design specifications to the participant/legal guardian and homeowner who will sign off on the specifications and the Environmental Modification Project Agreement to confirm their support and agreement. Questions should be directed to the HASCI Program Coordinator via phone or SComm. The HASCI Program Coordinator will follow up with the DDSN Engineering Division and/or the PDT, and will notify the Waiver Case Manager of the outcome.
9. The DDSN Engineering Division will solicit bids for the work defined in the bid documents following DDSN procurement policy (DDSN Directive 250-08-DD).
10. Bids will be received and Acknowledgement of Bid Submission form will be sent to the bidders.
11. Once the bids are received the lowest bidder will be checked by the DDSN Engineering Division to ensure they are a "responsible bidder". If information arises to put their credibility into question and, if justified, the next lowest bidder will be interviewed until a satisfactory bidder is found.
12. The project will be awarded to the lowest responsible bidder via contract between the Contractor, the homeowner, the waiver participant, and SCDDSN.
13. Upon receipt of the signed contract and Contractor's insurance certificates, the HASCI Program Coordinator will notify the WCM, the WCM will add the low bid amount to the support plan, and, once approved, will authorize the modification. The authorization will be made out to the winning Contractor and a copy will be forwarded to the HASCI Program Coordinator.

14. Upon completion of the work, review and approval by the DDSN Engineering Division, an invoice will be sent to the Waiver Case Manager. The Waiver Case Manager will monitor the work for satisfaction and will request payment from the Financial Manager as appropriate.

Note: If the Contractor requests adjustments to the design specifications, the contractor will notify the Waiver Case Manager and the work will stop until the adjustments can be addressed. The Waiver Case Manager will contact the HASCI Program Coordinator and the Contractor to address the proposed adjustments to the design specifications.

Once the winning bidder is determined, the participant's Support Plan must be updated to clearly reflect the name of the service and payer, the amount, frequency, and duration of the service, and the provider type. In order to update the Support Plan, the Waiver Case Manager will complete a Plan Change Form on Therap. This form will be electronically submitted to the Waiver Administration Division for review. **The price quotes or bids (and all other supporting documentation) must be forwarded to the Waiver Administration Division with the plan change request.** The Waiver Administration Division Staff will review the request and the Waiver Case Manager will receive electronic notification if the request has been approved or if additional information is needed. Upon approval, the Waiver Case Manager must enter the service into the Service Tracking System (STS).

Authorizing the Service:

To initiate the service following approval by the Waiver Administration Division, the authorization must be forwarded to the provider using *Authorization for Environmental Modifications* (HASCI Form 12L). When utilizing the PDT, a copy of the authorization should also be forwarded to the HASCI Program Coordinator. *This form can be accessed via the SCDDSN Application Portal >Business Tools >Forms >HASCI Waiver.* A copy must be maintained in the participant's file.

If the provider is enrolled with SCDHHS, the provider should bill Medicaid directly for the modification. The **Authorization for Services (HASCI Form 12-EM)** should be used, with "Bill to South Carolina Department of Health and Human Services" designated on the authorization. Include a copy of the authorized bid and the Environmental Modification consultation, if applicable, with the authorization.

If the provider is not enrolled with SCDHHS, the **Authorization of Environmental Modifications (HASCI Form 12-EM)** should be used, with "Bill to the Participant's Financial Manager Agency" designated on the authorization. Include a copy of the authorized bid and the Environmental Modification consultation, if applicable, with the authorization.

Note: If the participant/legal guardian desires Environmental Modifications above the \$20,000 per modification cap and can secure separate funding for those modifications that would exceed the cap, they can **privately** contract with the same provider. Any additional work funded by the family or other outside resources cannot be a part of the Waiver Case Manager's written authorization or the written specifications/scope of work for the waiver-funded service. Rather,

it must be negotiated as a separate contract between the participant/legal guardian and the contractor.

Note: If the participant enters the hospital before the modification is initiated by the provider, the Waiver Case Manager must suspend the service, using the Notice of Service Suspension (HASCI Form 11-B), until the participant exits the hospital. The WCM should notify the HASCI Program Coordinator immediately upon notification that the individual entered the hospital if there is a pending environmental modification.

Billing

If the authorized provider is enrolled with SCDHHS as a DME provider, the service must be Direct-billed to SCDHHS. This must be indicated on the *Authorization for Environmental Modifications* (HASCI Form 12EM); a prior authorization number must be assigned.

If the authorized provider is not enrolled with SCDHHS as a DME provider, the service must be Board-billed to the participant's SCDDSN Financial Manager agency. This must be indicated on *Authorization for Environmental Modifications* (HASCI Form 12EM); no prior authorization number is required.

- The Financial Manager agency is responsible for maintaining documentation that the service was rendered as billed.
- The Financial Manager agency must follow *Procedures to Report and Bill for Board-Based Services Provided to HASCI Waiver Recipients* to receive reimbursement from SCDDSN. *This can be accessed via the SCDDSN Application Portal >Business Tools >Forms >Finance Manual Chapter 10, Section 10-14.*

Monitorship

The Waiver Case Manager must monitor the effectiveness, frequency, duration, benefits, and usefulness of the service along with the participant's/family's satisfaction with the service. Monitoring must be conducted as frequently as necessary in order to ensure:

- the health, safety and well-being of the participant;
- the service adequately addresses the needs of the participant;

- the service is being furnished by the chosen provider in accordance with the authorization, relevant policies and quality expectations;
 - the participant/representative is satisfied with their chosen provider(s).
- **For Environmental Modifications, the Waiver Case Manager is required to make an onsite visit to observe the modification within two (2) weeks following completion (before payment is issued) to verify that the work is complete (i.e. all components of the project, as described in the written specifications/scope, have been fulfilled), adequate and satisfactory to the family. The visit and observation of the modification must be completed with the participant or legal guardian/representative, and it must be documented in a Case Note, to include a statement regarding completion of the modification as specified and satisfaction of the participant and/or representative.**

Some questions to consider during monitorship include:

- During construction: Has the modifications begun? Is the participant satisfied with the work that has been done so far? Does the provider show the participant courtesy and respect when working in his/her home?
- Once the modification is complete: Was the modification completed as originally authorized?
- Is the modification functional?
- Is the participant satisfied with the end result of the modification?
- How has it made his/her home more accessible and safe?
- Was he/she satisfied with the provider of the modification?
- Did the provider show up at scheduled times and respect the wishes of the participant and his/her family?
- Are there additional needs that were included in the bid and the authorized modification that were not met by the provider?

Service Denial, Reduction, Suspension, and Termination

If a HASCI Waiver participant is denied a service that was requested or denied an increase in units of a service already authorized, the Waiver Case Manager must provide written notification to the participant or legal guardian, including reason for denial. Information concerning SCDDSN Reconsideration and SCDHHS Appeal must also be provided.

If a participant's authorized units of a HASCI Waiver service must be reduced, temporarily suspended, or indefinitely terminated, the Waiver Case Manager must provide written notification to the participant or legal guardian, including reason for the action. Information concerning SCDDSN Reconsideration and SCDHHS Appeal must also be provided.

Except when the action was requested by the participant or legal guardian or if the action is due to the participant's death, admission to a hospital or nursing facility, or loss of

Medicaid and/or HASCI Waiver eligibility, there must be at least 10 calendar days between the date of notification and effective date of the action.

Written notification to the participant or legal guardian is made using the following forms, which are also used to notify each affected service provider of the action:

- *Notice of Denial of Service* (HASCI Form 11C)
- *Notice of Reduction of Service* (HASCI Form 11A)
- *Notice of Suspension of Service* (HASCI Form 11B)
- *Notice of Termination of Service* (HASCI Form 11)

These can be accessed via the SCDDSN Application Portal>Business Tools>Forms>HASCI Waiver.

When the action becomes effective, the participant's Support Plan must be updated. In order to update the Support Plan, the Waiver Case Manager will complete a Plan Change Form on Therap. This form will be electronically submitted to the Waiver Administration Division for review. The Waiver Administration Division Staff will update the Support Plan to reflect the change in the service and will reconcile the waiver budget accordingly.

Service information must be updated in the Service Tracking System (STS) by the Waiver Case Manager as necessary.